

PSRO Case Studies

Critical Thinking

Disclosures

- ◆ No conflicts or disclosures

Format

- ◆ Case Presentation
- ◆ Round Table Discussion
- ◆ Case Discussion
- ◆ Repeat x3

Case 1

“We seem to have misplaced something”

- ◆ Medical Director is contacted by EMS agency manager who reports their narcotic box is missing.
- ◆ Agency has one ALS unit and the MCA protocols call for the box to be personally handed over from the paramedic going off duty to the paramedic coming on duty
- ◆ Both paramedics must sign the log indicating the box is intact, with the proper unique tag number

Missing Narcs (con't)

- ◆ The narc box is supposed to be locked in a cabinet in the ambulance
 - ◆ Manager reports the cabinet is never locked
- ◆ Narcs were last used one week prior
- ◆ The log shows that it was signed at every shift change by both paramedics
 - ◆ However, the practice apparently is to sign the log in the station without actually checking the box



Missing Narcs (con't)

- There are 3 FT paramedics assigned to the unit.
- The station is normally kept unlocked during the day time
- The key pad lock to the station has not been changed for several years and many former volunteer firefighters and EMS staff likely no the combo.

Missing Narcs Case Discussion

- How should the MCA/PSRO investigate this case?
- Should this be reported to anyone else? Who?
- Based on what is known so far, who is at fault for the loss of the narcotic box?
- What remediation considerations should be entertained, if any,

DEA Form 106

Case 2 Super Sick Interfacility Transfer

- The MCA Medical Director receives a call from an upset intensivist at a regional hospital within the MCA jurisdiction regarding an interfacility transfer of a critical septic shock patient.
- The patient was on a ventilator receiving both norepinephrine and vasopressin infusions. The patient arrested and died minutes after the patient was handed off by the ground EMS crew.
- The transferring hospital and the transporting unit was from another MCA.
 - The transport time was ~60 minutes.

Super Sick (con't)

- The intensivist has a number of concerns
 - The patient was profoundly hypoxic upon arrival and needed suctioning upon arrival
 - The IV tubing was not compatible with the pump at the receiving hospital
 - The norepinephrine infusion on the referring hospital's pump shut off prematurely as the patient was arriving.
 - There was no documentation left at the receiving ICU
 - He believes the patient was crashing prior to arrival

Super Sick (con't) *Paramedic's Credentials*

- ◆ The paramedic had completed a Critical Care Paramedic Course 4 months earlier
- ◆ Agency offered CCP Course
 - ◆ Met MDCH hour requirements
 - ◆ No clinical (e.g., ICU component)
 - ◆ No field preceptorship
- ◆ Paramedic's first Specialized Care Transport
- ◆ First time she's ever dealt with a patient on a ventilator or on an IV pump

Super Sick (con't) *The Paramedic's Version*

- ◆ Patient was suctioned multiple times during transport (documented in PCR)
- ◆ BP improved as paramedic titrated norepinephrine as ordered by sending doc
- ◆ Sending hospital set a maximum volume limit that was reached as the medic increased infusion rate
- ◆ Admits that no documentation was provided and that there was no formal handoff

Super Sick (con't) *Case Discussion*

- ◆ Which MCA is primarily responsible for reviewing this case?
- ◆ How should the case be investigated by the PSRO?
- ◆ How does an MCA provide effective medical oversight of critical care paramedics and these very critical interfacility transfer patients?

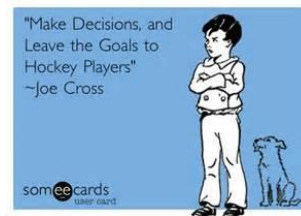
Case 3 "FOIA"

- ◆ A letter is received by a member of the MCA for information on personnel on an EMS agency.
- ◆ The letter is received at the home address of this member.

FOIA Request

- ◆ Through the FOIA
 - ◆ List of all licensed medical providers employed by SLAPSHOT EMS
 - ◆ Include level of licensure and any associated license numbers of these employees
- ◆ 5 Day response: Written notification if it will take longer.

Decisions



What do you do? *Case Discussion*



FOIA *Case Discussion*

- ◆ Does it matter who gets the letter?
- ◆ Does it matter where it is received?
- ◆ Respond Yes or No
- ◆ What do you say?
- ◆ Who do you notify?

Different Answers/ Who can help?

- ◆ MCA's
- ◆ MDCH



Continued (NOT A LEGAL OPINION)

- ◆ (MDCH FOIA coordinator on this issue). She explained that unless an agency (your MCA, in this case) receives greater than 50% of their funding from a government agency, they are not subject to the FOIA requirements. I would believe that your MCA is primarily funded by a hospital and not through a government source. If this is true, according to my understanding, your MCA would not be required to respond to a FOIA request.

PSRO Case Discussions

Final Thoughts and Comments